

# Instructions for use

## Oticon RemoteCare



**oticon**  
life-changing technology

# Introduction

The following instructions for use are valid for Oticon RemoteCare 3.1.0 or later.

Oticon RemoteCare is designed for remote communication between you and your hearing care professional.

The app allows you to have follow-up visits with your hearing care professional from the comfort of your preferred location.

However, in certain cases you may have to attend follow-up visits at your hearing care professional's practice in person.

The app enables data communication between your hearing aid and the hearing care professional through a stable Internet connection.

The app runs on your Apple iOS or Android™ device. It allows you to see and hear your hearing care professional, as well as send text messages during your remote visit.

When this guide mentions *device(s)*, it refers to your Apple iOS device, for example, an iPhone® or iPad®, or your Android device such as a phone or tablet.

This guide helps you with:

- Getting started with the app
- Using the app on your device

| **About** | [Start-up](#) | [Handling](#) | [FAQ](#) | [More info](#) |

## How to use this guide

Ensure you follow the procedures in this guide for your device in chronological order. In most cases, the procedures are the same for both devices and operating systems (Apple iOS and Android).

Be aware that you must download the app on your device *before* you follow the procedures in this guide.

If you need help pairing your device to your hearing aid, visit: [www.oticon.global/pairing](http://www.oticon.global/pairing)

## Intended use

<b>Intended use</b>	The Remote Fitting App is intended to permit the remote fitting of wireless hearing aids by the hearing care professional. The app is intended to be used together with the given wireless hearing aids.
<b>Indications for use</b>	No indications for use.
<b>Intended user</b>	Persons with hearing loss using a wireless hearing aid and their caregivers.
<b>Intended user group</b>	Adults above 18 years of age.
<b>Use environment</b>	Home setting / Clinical setting.
<b>Contraindications</b>	No contraindications.
<b>Clinical benefits</b>	See clinical benefits of the hearing aid.



# Table of contents

## About

System requirements	7
---------------------	---

## Start-up

First-time use	8
To create an account	10
Before the visit: Checklist to prepare	12

## Handling

Begin visit	14
Getting ready	15
Connecting hearing aids (Android only)	16
Wait for the hearing aid to be connected (iPhone/iPad only)	17
The Virtual Waiting Room	18
Your RemoteCare visit	19

## FAQ

FAQ - Frequently Asked Questions	26
----------------------------------	----

## More info

Troubleshooting	28
Technical information	30

## **Disclaimer for Oticon RemoteCare App**

The manufacturer does not take responsibility for the consequences of using the app outside its intended use.

Your hearing care professional is responsible for the fitting through the app.

The manufacturer does not take any responsibility for hearing aid fitting.

The manufacturer reserves the right to discontinue the app service without prior notice.

### **IMPORTANT NOTICES**

- The app connects you to your hearing care professional who sends updated settings to your hearing aid. If it is not possible to make all the changes remotely, then a physical visit to your hearing care professional is necessary. If you have additional questions about the use of the app, please contact your hearing care professional.
- For details on the functionality of your specific hearing aid, please refer to your hearing aid's Instructions for Use.
- The hearing care professional is responsible for obtaining the license needed to use Oticon RemoteCare App with the clients. Oticon does not take any responsibility for hearing aid fitting through the app.

## System requirements

To use the app, you need the following:

- Oticon More, Oticon Opn S™, Oticon Opn Play™, Oticon Opn™, Oticon Xceed, Oticon Xceed Play, Oticon Ruby, or Oticon Siya hearing aids - paired to your device.
- Ensure you have a stable Internet connection suitable for both sound and video streaming, with a recommended minimum speed of 1/1 Mbit/s (check with your provider).
- An email account.
- A compatible Apple iOS or Android device.
  - To check for compatibility, visit: [www.oticon.global/compatibility](http://www.oticon.global/compatibility)
- For Apple iOS devices
  - iOS version 13.0 or later. To find out which version of iOS you have, on your iPhone or iPad, go to: **Settings > General > About > Software Version.**
- For Android devices
  - Android version 8.0 or later. To find out which version of Android you have, on your Android device, go to: **Settings > About phone > Software information.**

## First-time use

The first time you use the app you must allow access to some of your phone or tablet's features. This is required for communication with your hearing care professional.

If you have an Android device, you can get started with this procedure right away. However, if you have an Apple iOS device, you must first read the following note:

### Note

If you have an iPhone or iPad, you must pair the hearing aid to your phone or tablet *before* you launch the app, and therefore, before you can follow the **First-time use** procedure.

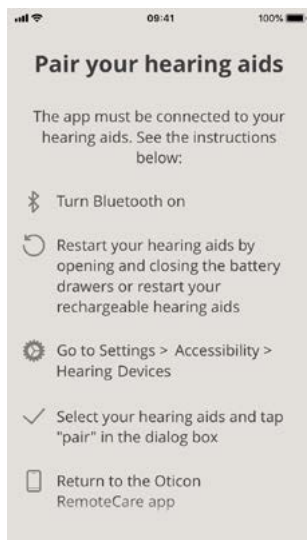
For instructions on how to pair your iPhone or iPad to your hearing aid, visit: [www.oticon.global/pairing](http://www.oticon.global/pairing)

To get started:

1. On your device, launch the app.
2. On the startup screen, ensure you allow access as follows:
  - **For iPhone/iPad:** To allow RemoteCare to access the Bluetooth® connection on your device, camera and microphone, tap **OK** every time you are prompted.
  - **For Android:** To allow RemoteCare to access your device's location, camera, and microphone tap **ALLOW** every time you are prompted.



On your iPhone or iPad, if you have *not* paired your hearing aid to your device, and you run the app, you see the following screen:



If so, follow the steps on the screen to pair your iPhone or iPad to your hearing aid. Then reopen the app.

## To create an account

Before you can begin the visit, you must create an account.

If you already signed up to other Oticon registered services, launch the RemoteCare app and sign in using your existing login and password.

To create an account:

1. On your device, in the **Welcome to Oticon RemoteCare** screen, tap **CREATE ACCOUNT**.
2. In this step, you can create an account with an email address or you can create an account using existing login credentials such as Apple ID, Facebook or Google.

To create an account with an email address, in the **Email address** field, enter your email address and tap **CONTINUE**. You will receive an email where you must verify the email address.

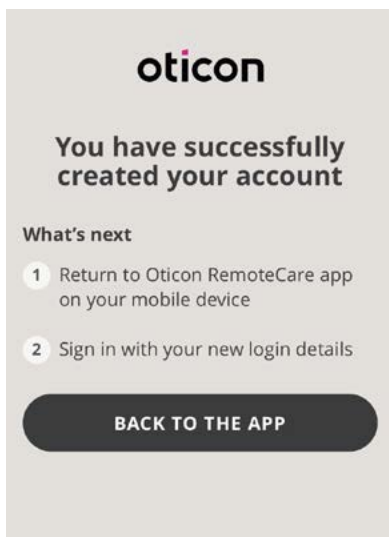
- Alternatively, if you create an account using any of the other credentials (Apple ID, Facebook, Google), follow the guidance in the app and then continue to ***“Before the visit: Checklist to prepare”*** on page 12.
3. In the **Verify email address screen**, tap **OK**. You are taken to the **Welcome to Oticon RemoteCare** screen.

To verify your email address, check your email inbox. In the email you receive from Oticon, click the **Finalize your account** link. You are now directed to a webpage where you must create a password.

4. In the **new password** field, create a password. You use this password when you sign in to the app.

5. In the **confirm new password** field, reenter the password.
6. In the **display name** field, enter a name to identify yourself during the visits, for example, **Joe's hearing aids**.
7. Click **CREATE**.

You are now redirected to a page informing that you have successfully created an account, and that you must return to the app on your device and sign in.



At this point, you can close your web browser and return to the app.

## Before the visit: Checklist to prepare

- Plug your device into power or ensure that your device is fully charged.
- Ensure you enable Bluetooth® on your device.
- Position yourself where there is a stable Internet connection.
- Insert new batteries in the hearing aid to ensure it is powered. If you use a rechargeable hearing aid, make sure it is fully charged. Ensure you have your charger nearby as you may need it to restart the hearing aid.

Alternatively, you can manually restart the hearing aid by turning it OFF and ON.

### Note

In order to maintain a strong and reliable connection for the duration of the remote visit, the hearing aid must have new or fully charged batteries.

- Turn OFF any type of battery-saving mode on your phone/tablet.
- Terminate other apps you are running to avoid disturbances.

**During the session, do not:**

- Place your hearing aid more than 5 metres away from your device.
- Turn OFF your hearing aid.
- Turn OFF Bluetooth on your device.
- Enable Flight mode on your hearing aid or your device.
- Turn OFF your device.
- Switch between Wi-Fi and data plan.
- Terminate the app - or switch to another app.
- Enable any kind of battery-saving mode on your device.

## Begin visit

After you have gone over the checklist to prepare for your remote visit, you must launch the app, and then sign in using existing credentials. To do this:

1. On your phone or tablet, launch the app.
2. In the **Welcome to Oticon RemoteCare** screen, tap **SIGN IN**.
3. In the **SIGN IN** page, you can sign in with your chosen credentials. These can be either the email address and password you created in the previous procedure, or your Apple ID, Facebook or Google credentials.

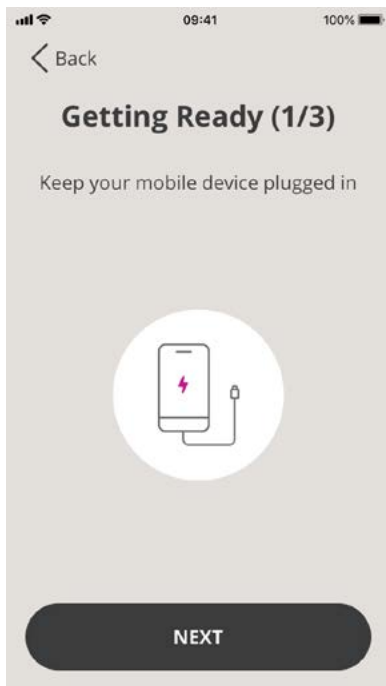
To sign in with your email address, enter the email address and password you created in ***"To create an account"*** on page 10.

4. Enter the password you created and then tap **SIGN IN**.  
To do this using other credentials, tap either the Apple ID, Google or Facebook buttons and follow the guidance in the app.
5. In the **Welcome** screen, tap **MY VISIT**.
6. Ensure you read and agree to the Data & Privacy notice.  
To activate the services in the app, tap **AGREE**.

## Getting ready

After you sign in and agree to the Data & Privacy notice, ensure that your device and hearing aids have enough battery power for the remote visit.

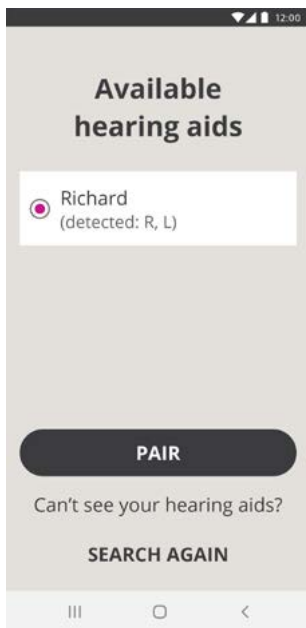
In the following **Getting Ready** screens, follow the guidance in the app and tap **NEXT** whenever prompted.



- If you have an iPhone or iPad, continue to ***Wait for the hearing aid to be connected (iPhone/iPad only)*** on page 17.
- If you have an Android device, continue to ***Connecting hearing aids (Android only)*** on page 16.

## Connecting hearing aids (Android only)

1. After the app searches and detects your hearing aids, you are taken to the **Available hearing aids** screen. If your hearing aid has been detected, tap **PAIR**.



If you have two hearing aids, ensure both are detected by the app. If the app did not find the hearing aids, tap **SEARCH AGAIN**.

The left or right hearing aid is symbolized by the letters **L** and **R** respectively.

2. After you have successfully paired your hearing aids, in the **You are ready** screen, tap **START VISIT** and continue to **"The Virtual Waiting Room"** on page 18.



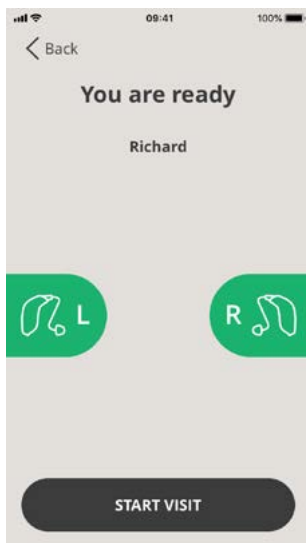
## Wait for the hearing aid to be connected (iPhone/iPad only)

At this point, your device attempts to connect to your hearing aid. If you have two hearing aids, ensure both are detected by the app.

The left or right hearing aid is symbolized by the letters **L** and **R** respectively.

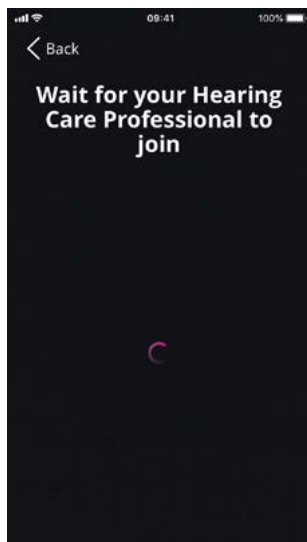
When the app successfully connects to the hearing aid, the **L** and **R** change color to green.

- After your hearing aids are connected to the app, in the **You are ready** screen, tap **START VISIT**. You are now taken to the virtual waiting room.



## The Virtual Waiting Room

- In the **Virtual Waiting Room** screen, wait for the hearing care professional to connect and join the visit. While you wait, you see a video stream of yourself.

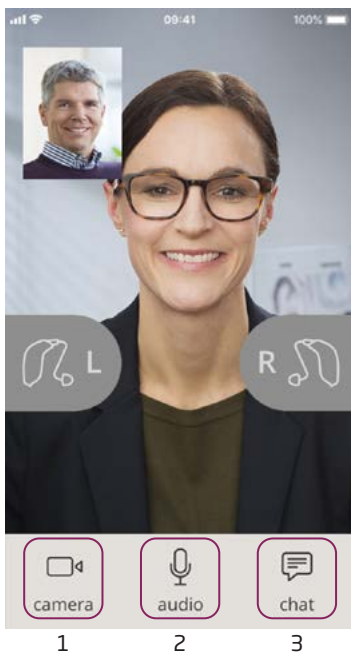


## Your RemoteCare visit

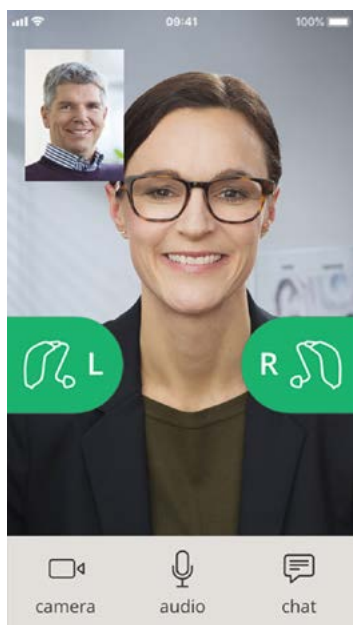
When the hearing care professional joins the remote visit, he/she appears on your screen in a video stream.

During the visit you can:

1. **Camera:** Turn your own camera ON/OFF.
2. **Audio:** Turn your own audio ON/OFF.
3. **Chat:** Write a text message to your hearing care professional.



**Hearing aids connected:** When the hearing care professional establishes a remote connection to your hearing aids, the **L** and **R** graphics change from blinking to steady green.



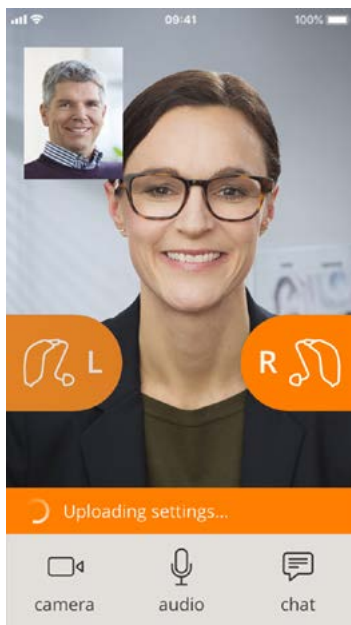
### **IMPORTANT NOTICE**

If you lose connection during the visit:

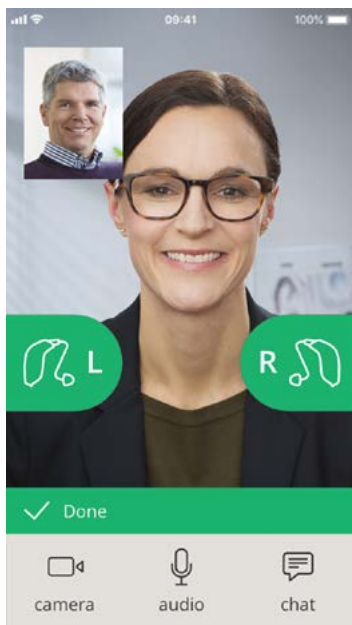
1. Ensure you run the app again and in the **Welcome** screen, sign in and tap **MY VISIT**.
2. Follow the guidance in the app to re-join the visit.

In some cases, the app goes into recovery mode and updates the hearing aid with the latest settings from your hearing care professional. It is important that you follow the guidance in the app.

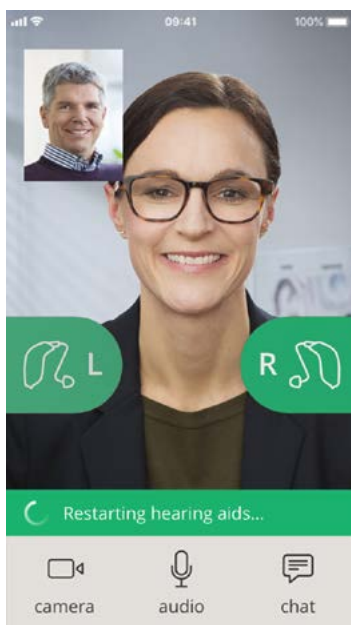
**Applying settings:** When the hearing care professional uploads new settings or configurations to your hearing aids, then the graphics change colour and blink orange.



**Settings saved:** When the new settings have been successfully saved to your hearing aids, then the graphics change colour to steady green again.

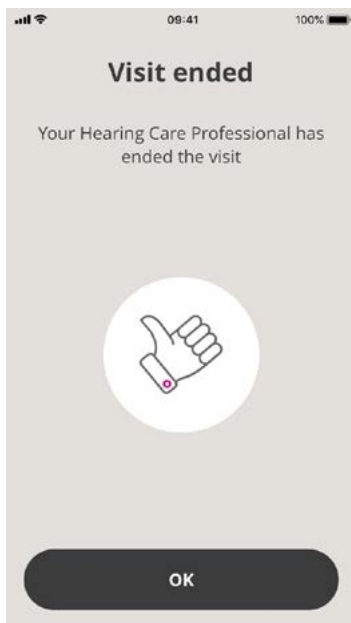


**Restarting hearing aids:** When you and your hearing care professional agree to end the visit, then the hearing care professional restarts the hearing aids (by turning them **OFF** and **ON**). If enabled, your hearing aids play a melody or jingle.





**End visit:** When your hearing care professional ends the visit, and the **Visit ended** screen appears, tap **OK**. At this point, you can begin using your hearing aids.



## FAQ - Frequently Asked Questions

### What do I do if I receive a phone call during the RemoteCare visit?

- It is recommended that you decline phone calls during the RemoteCare visit.

### What do I do if my Internet connection suddenly stops working?

- If it is just a short temporary breakdown (30 seconds or less) ensure you tap the **RECONNECT** button in the app or tap **END THE VISIT**.

### During a visit, I left the app and returned to it. Does that have any impact?

- While your app is not active, the hearing care professional cannot see you, and to him/her it may seem as if you have a connection issue. If you leave the app for over 30 seconds and return to it, the app asks if you want to **RECONNECT** or **END THE VISIT**.

### I am having challenges with the visit with my hearing care professional, e.g. video is unstable.

- This is most likely due to an unstable Internet connection. Try to repeat the visit with a better Internet connection.

### Why can I not see my hearing aid in Android?

- Ensure that you have given permission to localization, otherwise the hearing aid is not visible. You can check this on your Android device by going to **Settings > Apps & Notifications > App Permissions > Location > RemoteCare**.

If localization is turned **OFF** or **disabled**, in the **Location permissions** screen, ensure you scroll down to RemoteCare and turn it **ON** or **enabled**.

## I lost connection during a visit and cannot reconnect my iPhone or iPad - what should I do?

- In order to reconnect to the hearing aid, ensure that you check Bluetooth, Wi-Fi and connectivity to your hearing aid as follows:

### 1. Bluetooth: **Go to Settings > Bluetooth.**

- a. Ensure you turn Bluetooth OFF and ON again. Wait until reconnection with Bluetooth is established. Otherwise repeat the pairing procedure to connect your hearing aid to Bluetooth.

If you need help pairing your device to your hearing aid, see the following website:

[www.oticon.global/pairing](http://www.oticon.global/pairing)

### 2. Check Wi-Fi: Go to **Settings > Wi-Fi.**

- a. Turn OFF and ON your device's Wi-Fi signal. Wait until the connection with Wi-Fi is re-established.

### 3. Check the Hearing Devices settings:

- a. In the **Hearing Devices** section, tap the name of the device. Tap **Forget this device**.
- b. Restart your hearing aid. This puts the hearing aid in pairing mode for 3 minutes. At this point, you can see your hearing aid visible on the **Hearing Devices** list on your iPhone or iPad.
- c. To reconnect to the hearing aid on the list, when a Bluetooth Pairing Request appears, tap **PAIR**.

You can now use the app with the reconnected hearing aid.

- If the reconnection takes place during a RemoteCare visit, then repeat step 3 and once the hearing aid is reconnected, return to the RemoteCare app.

# Troubleshooting

## Before the visit

*My hearing aid is not detected by the app.*

1. Ensure Bluetooth is enabled on your device.
2. Ensure your hearing aid has full battery levels.
3. Ensure the hearing aid (or if applicable, both left and right) is paired with the phone or tablet.
  - For instructions on pairing, see the following website: [www.oticon.global/pairing](http://www.oticon.global/pairing)

## During the visit

*I can only see myself, there is no video stream of my hearing care professional.*

1. Let the hearing care professional know that you cannot see him/her. The hearing care professional will attempt to refresh the video connection.
2. Wait for a short while, usually the video stream is re-established automatically.

## Network issues

- Follow the guidance in the app
- Try to re-establish the connection
- Check your own Internet connection
- If you cannot re-establish the connection, contact your hearing care professional and make a new appointment.

## After the visit

*The visit suddenly ended without a mutual agreement with my hearing care professional.*

- Try to reconnect to the visit or contact your hearing care professional.

*The settings in my hearing aid cannot be recovered:*

1. Ensure Bluetooth is enabled on your device.
2. Ensure you insert new batteries.
3. Ensure the hearing aid (or if applicable, both left and right hearing aids) are paired with the phone or tablet).
4. Restart the app. In the **Welcome** screen, log in and tap **MY VISIT**.
5. In the screens that follow, tap **NEXT**, and you are taken to the **Connect your hearing aids** screen.

The app checks if the hearing aid is in working order. In some cases, the app goes into recovery mode and updates the hearing aid with the latest settings from your hearing care professional.

Please follow the guidance in the app. If you still cannot recover the settings in your hearing aid, ensure you contact your hearing care professional.

## Technical information

The following are definitions that may appear in the Instructions for use for the Oticon RemoteCare App:

### Description of symbols used in this booklet

**Manufacturer**

The device is produced by the manufacturer whose name and address are stated next to the symbol. Indicates the medical device manufacturer, as defined in EU Regulations 2017/745 and 2017/746.

**CE mark**

The device complies with all required EU regulations and directives. The four digit number indicates the identification of the notified body.

### Description of symbols and abbreviations used in the app

**Consult instructions for use**

Indicates the need for the user to consult instructions for use.

**Medical Device**

The device is a medical device.

**GTIN****Global Trade Item Number**

A globally unique 14-digit number used to identify medical device products including medical device software. GTIN in this booklet is related to medical device firmware. GTIN on regulatory packaging label is related to medical device hardware.



2020

SBO Hearing A/S  
Kongebakken 9  
DK-2765 Smørum  
Denmark  
[www.sbohearing.com](http://www.sbohearing.com)





